

Docket No.: 200312044-1

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of	:	
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Yassine Faihe et al.	:	Confirmation No. 1127
	:	
U.S. Patent Application No. 10/810,663	:	Group Art Unit: 2114
	:	
Filed: March 29, 2004	:	Examiner: Timothy BONURA
For:		
REMOTE SOFTWARE SUPPORT AGENT SYSTEM WITH ELECTRONIC		
DOCUMENTS FOR TROUBLESHOOTING (AMENDED)		

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of March 19, 2007, please enter the following amendments and remarks: